

TABLE A1 APPROACHES AND COMPLAINTS RECEIVED AND FINALISED ABOUT AUSTRALIAN GOVERNMENT AGENCIES, 2005–06, *OMBUDSMAN ACT 1976* (INCLUDING FREEDOM OF INFORMATION)

Agency	Received		Finalised				Remedies										
	Out of jurisdiction	In jurisdiction	Total received	Not investigated			Investigated		Action expedited	Apology	Decision changed or reconsidered	Disciplinary action	Explanation	Financial remedy	Law, policy or practice changed	Other non-financial remedy	Total remedies
				Category 1	Category 2	Category 3	Category 4	Total									
Agriculture, Fisheries and Forestry																	
Department of Agriculture, Fisheries and Forestry	2	17	19	10	5	2	1	18				2					2
Australian Fisheries Management Authority		6	6	1	2	1		4				1					1
Australian Quarantine and Inspection Service	1	30	31	11	8	5	6	30	2		2	6	1	1	1	1	11
Australian Wine and Brandy Corporation		1	1														
Attorney-General's																	
Attorney-General's Department	3	30	33	10	9	4	8	31	1		1	2	2	1			6
Administrative Appeals Tribunal		32	32	21	7	1	2	31	1		1	3					5
Australian Crime Commission	1	8	9	2	4	3	1	10									
Australian Transaction Reports and Analysis Centre (AUSTRAC)	1	2	3	2	1			3									
CrimTrac		1	1		1			1									
Australian Customs Service	6	115	121	66	28	12	10	116	2	3	8	1	2	1			16
Director of Public Prosecutions	1	10	11	5	2	1	1	9									1
Family Court of Australia	10	88	98	63	22	9	1	95	1		6	1					8
Federal Court of Australia		17	17	7	4	5	1	17			6						7
Federal Magistrates Court	1	7	8	2	3	1	2	8			1						1
High Court of Australia	2	11	13	6	5			11									
Insolvency and Trustee Service Australia	5	71	76	33	14	12	18	77	5	3	10	2	2				25
National Native Title Tribunal		4	4	2	1			3									
Office of Film and Literature Classification		3	3	2			1	3			1						1
Office of the Privacy Commissioner	2	44	46	14	18	8	5	45	1		4	1					6
Commonwealth Parliament																	
Department of Parliamentary Services							1	1									
Department of the Senate	1		1		1												
Communications, Information Technology and the Arts																	
Department of Communications, Information Technology and the Arts	1	13	14	5	2	3	1	11	1		2				1		4
Australian Broadcasting Corporation	2	14	16	13	2			15									
Australian Communications and Media Authority	3	30	33	15	5	4	10	34	1	1	7	1	1		2		12
Australian Film Commission		2	2			2		2									1
Australian Film, Television and Radio School		1	1		1			1									

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				Category 1	Category 2	Category 3												
National Archives of Australia	3	3	6	3	2	1	6	1	3	1								
Australian Sports Commission		1	1		1	1	1	3										
Australia Council for the Arts		1	1		1			1										
Australian Postal Corporation	24	1,303	1,327	517	162	389	212	1,280	92	112	40	24	254	126	15	98	761	
National Gallery of Australia		1	1	1				1										
Special Broadcasting Service Corporation	1		1		1			1										
Telstra Corporation	21	210	231	161	54	11	6	232	3	1		7				1	12	
Defence																		
Department of Defence	17	121	138	53	39	26	20	138	7	5	4	18	1					35
Australian Defence Force Academy	1	2	3	2		1		3										
Royal Australian Air Force	3	77	80	28	19	16	16	79	4	2	2	3	3	1	1	1	16	
Australian Army	10	159	169	65	35	40	24	164	11	2	3	19	1	2	1	39		
Defence Force Retirement and Death Benefits Authority		1	1		1			1										
Defence Housing Authority	2	27	29	15	5	6	6	32	2	1		3	1	1	3	11		
Defence Service Homes		2	2			1		1										
Department of Veterans' Affairs	23	253	276	112	42	66	46	266	8	4	3	32	4	3	12	66		
Royal Australian Navy	4	50	54	17	12	17	11	57	5	1	3	5	1			15		
Education, Science and Training																		
Department of Education, Science and Training		32	32	15	11	5	2	33	1	2		2	1	2	1	9		
Australian Nuclear Science and Technology Organisation	1	1	2	2				2										
Australian National Training Authority		1	1	1				1										
Australian National University		9	9	4	1	1	2	8						1		1		
Commonwealth Scientific and Industrial Research Organisation		2	2	1	1			2										
Employment and Workplace Relations																		
Department of Employment and Workplace Relations	24	394	418	226	70	56	59	411	10	5	10	48	10	3	14	100		
Australian Industrial Registry		5	5	2	1		2	5				1			1			
Comcare	4	85	89	39	22	10	19	90	5	7		12	5	3	2	34		
Office of the Employment Advocate		10	10	2	4	3	2	11	2			1						
Environment and Heritage																		
Department of the Environment and Heritage	1	10	11	6	1	1	2	10	1						1	2		
Australian Heritage Council		2	2	2				2										
Great Barrier Reef Marine Park Authority		3	3	1		1		2										
Bureau of Meteorology		2	2		1			1										

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Families, Community Services and Indigenous Affairs																		
Department of Families, Community Services and Indigenous Affairs	2	30	32		17	7	4	6	34	1			3			1	5	
Aboriginal Hostels Limited		1	1			1			1									
Indigenous Land Corporation		2	2			1		1	2									
Office of Indigenous Policy Coordination	1	13	14		5	1	10	1	17				1				2	
Office of the Registrar of Aboriginal Corporations	2	6	8		6	2			8									
Social Security Appeals Tribunal	2	21	23		13	7	2		22									
Tiwi Land Council		1	1				1		1		1						1	
Torres Strait Regional Authority		1	1				1		1									
Finance and Administration																		
Department of Finance and Administration	1	10	11		3	5	1	1	10									
Australian Electoral Commission	2	20	22		9	6	2	3	20				1				1	
Commissioner for Superannuation (ComSuper)	7	34	41		17	11	6	7	41				3		1	2	6	
Department of Human Services		1	1		1				1									
– Centrelink	238	7,095	7,333		4,707	635	1,143	853	7,338	384	155	141	11	831	220	38	254 2,034	
– Commonwealth Rehabilitation Service	1	16	17		8	8	1	2	19				1				1	
– Child Support Agency	36	1,891	1,927		898	270	403	363	1,934	101	70	44	5	470	54	38	86 868	
– Health Services Australia		6	6		3	2		1	6				2				2	
– Medicare Australia	7	149	156		80	23	25	27	155	6	5	3	2	20	5	2	9 52	
Foreign Affairs and Trade																		
Department of Foreign Affairs and Trade	4	136	140		67	19	29	24	139	4	3	6		24	2	1	4 44	
Australian Agency for International Development (AusAID)		5	5		2	3		1	6									
Australian Trade Commission (Austrade)		9	9		8	1			9									
Health and Ageing																		
Department of Health and Ageing	6	132	138		60	36	21	13	130	5	1	1		7	1	1	2 18	
Office of Hearing Services		1	1		1		1		2									
Food Standards Australia and New Zealand		3	3		1	2			3									
National Health and Medical Research Council		1	1		1				1									

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				Category 1	Category 2	Category 3	Category 4															
Immigration and Multicultural Affairs																						
Department of Immigration and Multicultural Affairs	50	1,250	1,300	403	290	248	236	1,177	67	38	27	175	17	28	50	402						
Migration Agents Registration Authority		13	13	6	2	1	6	15	1	1	1	1			2	6						
Migration Review Tribunal		26	26	9	8	6	4	27	4	1	1	1	4			11						
Refugee Review Tribunal	1	3	4	1	2	1	1	5							1	1						
Industry, Tourism and Resources																						
Department of Industry, Tourism and Resources		5	5		1	2	1	4														
IP Australia		11	11	3	2	3	2	10	1	1		3	1	1		7						
Industry Research and Development Board		1	1					1	1													
Prime Minister and Cabinet																						
Department of the Prime Minister and Cabinet	2	8	10	7	1	2		10	1			1				2						
Australian Public Service Commission	2	8	10	7	2		1	10														
Governor-General and Commander-in-Chief		3	3	1	1	1		3														
Transport and Regional Services																						
Department of Transport and Regional Services	2	51	53	17	12	9	10	48	5			6				11						
Airservices Australia	1	6	7	5	2			7														
Civil Aviation Safety Authority	5	45	50	23	12	12	4	51	2	3	2	10			1	18						
National Capital Authority		2	2	1	1		2	4							1	1						
Treasury																						
The Treasury	1	7	8	5	3			8														
Australian Bureau of Statistics		60	60	43	7	7	3	60	2	1		7	2	2		14						
Australian Competition and Consumer Commission	3	31	34	15	10	1	8	34				1										
Australian Prudential Regulation Authority	2	44	46	25	9	5	6	45	2			5	1			8						
Australian Securities and Investments Commission	5	183	188	63	58	33	42	196	5	3	6	19	9	2	10	54						
Australian Taxation Office	72	1,451	1,523	823	454	155	204	1,636	49	36	15	131	38	10	35	314						
Royal Australian Mint		1	1		1			1														
National Competition Council		1	1																			
Reserve Bank of Australia		2	2	1	1			2														
Superannuation Complaints Tribunal		11	11	3	4	1	2	10	2	1		1				4						
ACT Government Agencies																						
Australian Federal Police	28	484	512	248	114	99	61	522	6	6	4	1	10	8	1	4	40					
Approaches about out-of-jurisdiction agencies/requests for information	32	769	801					723														
	10,147		10,147					10,129														
TOTAL	10,843	17,384	28,227	9,181	2,668	2,961	2,396	28,058	808	479	324	44	2,202	513	163	610	5,143					

Note: Table A1 includes total number of approaches and complaints received and finalised about ACT Government agencies and AFP ACT Policing. Detailed information is in the ACT Ombudsman Annual Report 2005–2006 (see www.ombudsman.act.gov.au).